



INDIANA UTILITY REGULATORY COMMISSION
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**EMERGENCY REQUEST FOR ORDER)
RE-ESTABLISHING SERVICE AND)
COMPLAINT OF METROPOLITAN)
TELEMANAGEMENT SOLUTIONS)
AGAINST AT&T COMMUNICATIONS)
OF INDIANA, GP AND TCG)
INDIANAPOLIS ("AT&T") FOR)
UNLAWFUL OR UNREASONABLE)
TERMINATION OF SERVICE,)
INADEQUATE SERVICE AND)
UNLAWFUL OR UNREASONABLE)
ACTS AND PRACTICES, INCLUDING)
OVERBILLING AND INCORRECT)
BILLING)**

FILED

APR 02 2003

INDIANA UTILITY
REGULATORY COMMISSION

CAUSE NO. 42402

You are hereby notified that on this date the Indiana Utility Regulatory Commission ("Commission") has caused the following entry to be made:

On March 28, 2003, Metropolitan Telemanagement Solutions ("MTS") filed a *Complaint and Request for Emergency Relief* ("Complaint") in this Cause. The Complaint, filed against AT&T Communications of Indiana GP and TCG Indianapolis (collectively "AT&T") pursuant to Ind. Code (IC) § 8-1-2-54, requests that the Commission issue an emergency order directing AT&T to reconnect service to MTS. MTS also requests that the Commission investigate AT&T's provisioning practices and alleged overcharges.¹

In its Complaint, MTS indicates that it has commenced an informal complaint against AT&T concerning a billing dispute which is pending before the Commission's Consumer Affairs Division.² MTS indicates that while the Consumer Affairs Division has resolved one of the disputed issues, the remaining issues remain unresolved. On March 27, 2003, AT&T disconnected MTS' service. As a result, approximately 30

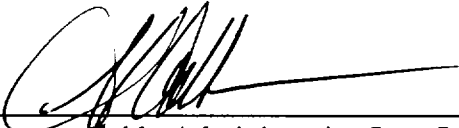
¹ Pursuant to 170 IAC 1-1.1-12(b), motions filed the Commission that are based on matters which do not appear of record shall be supported by affidavit. The motion filed in this Cause, while requesting emergency relief, was not supported by affidavit.

² Billing disputes are properly before the Commission's Consumer Affairs Division in accordance with IC § 8-1-2-34.5. The Commission may review decisions of the Consumer Affairs Division upon timely request by the affected party. In this case, the Consumer Affairs Division has not yet completed its review of the issues and matters regarding the billing dispute are not ripe for consideration by the Commission.

business customers are currently without service. Through its Complaint filed in this Cause, MTS requests that the Commission order AT&T to restore service pending the resolution of this Complaint, and order the parties to work towards a resolution over the next thirty (30) days.

The Presiding Officer has reviewed the Complaint and understands that AT&T has agreed to restore service to MTS for an additional fourteen (14) days to allow the Parties to continue to attempt to resolve the pending billing dispute on an informal basis through the Commission's Consumer Affairs Division. Accordingly, the Presiding Officer, consistent with assurances provided by AT&T that it will restore service to MTS for fourteen (14) days to allow the Parties to continue their efforts to resolve this matter on an informal basis, hereby remands this matter to the Commission's Consumer Affairs Division to make a final determination regarding the pending billing dispute in this Cause.

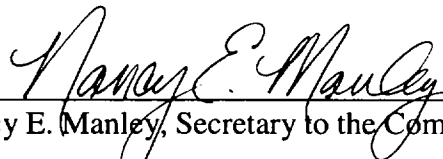
IT IS SO ORDERED.



Thomas Cobb, Administrative Law Judge

4/2/03

DATE



Nancy E. Manley, Secretary to the Commission